Client Services 4.1.3
Workstation Upgrade

*Note: If you have **Check In/Check Out** computers, please call the Help Desk for instructions on changing the icons.*

Congratulations! Your clinic has been upgraded to the new Client Services version. If you still see the old CIMS Central icon on your desktop, you have one last thing to do to complete the upgrade.

 If you see the CIMS Central icon on your desktop, please follow the instructions below to complete the upgrade to Client Services 4.1
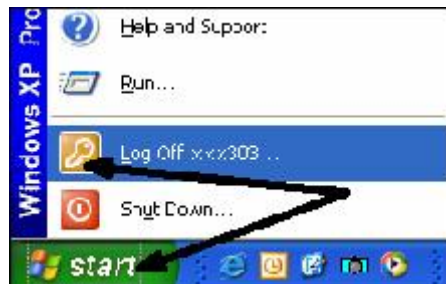
 This is the new Client Services icon. When you see this icon on your desktop, the upgrade is complete. Click on it and log on using your usual User Name and password.

 This is the new Clinic Reports icon you'll see on your desktop.

Workstation Upgrade Steps

1. To complete the upgrade and change your WIC icons, <u>you must log on to your computer using a special User Name and Password</u> that were created specifically for this upgrade. You will use this name and password <u>one time only</u>. After you have finished this upgrade, go back to logging on with your usual name and password.

2. Log off of your computer. You can do this by either:
    1. rebooting, or
    2. logging off
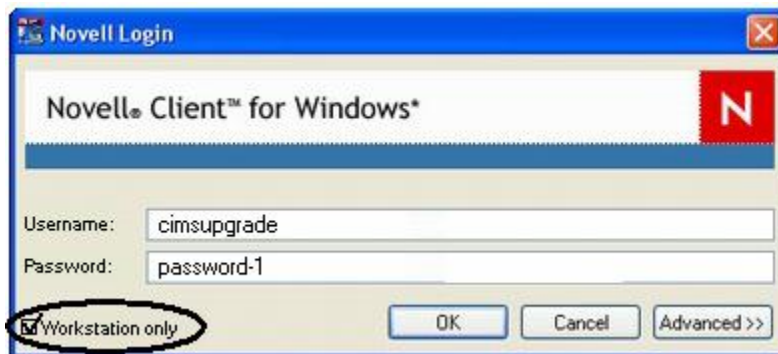   a. To log off, click Start, then Log Off

3. Log on again with
   User Name: cimsupgrade
   Password: password-1

Logon screens will vary depending on your agency's internal computer system. You may see one of the following logon screens.
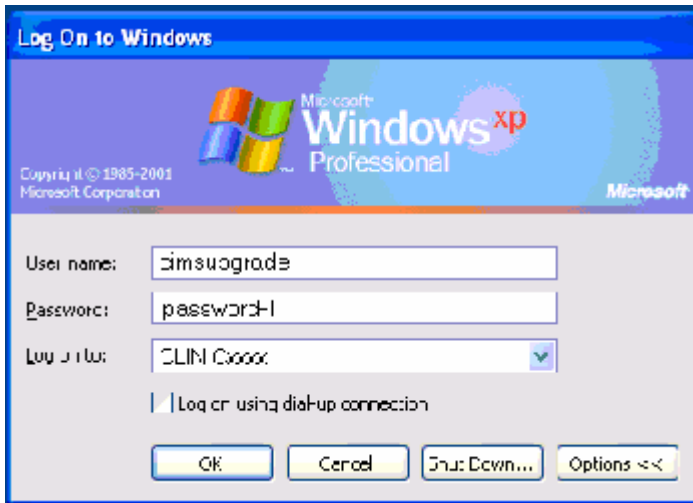
If you have a Windows logon, logon using the special **Username** and **Password**.

**Log on to:** leave this as it usually appears on your computer.

If you have a Novell logon, make sure you check **Workstation only**.

This is the logon for your computer (for this time only) and not the logon for CIMS Central.

Note: this User Name and Password is only good for 7 days. You must upgrade your desktop icons before this logon expires. Once you upgrade, go back to using your usual logon User Name and password. If you have Novell, remember to uncheck Work Station only the next time you logon.

4. When the Windows desktop starts, click the CIMS Central icon. The following message will appear automatically.
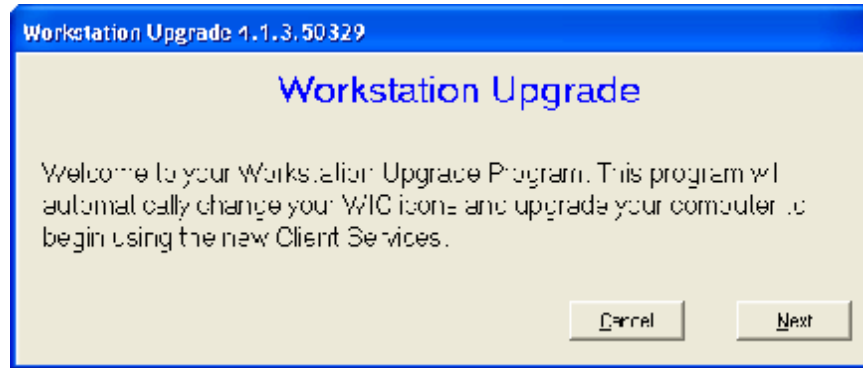
5. Click the **Next** button. If you click **Cancel**, this window will appear the next time you open CIMS Central.

6. Because the upgrade only takes a few seconds, you may or may not see the following message.
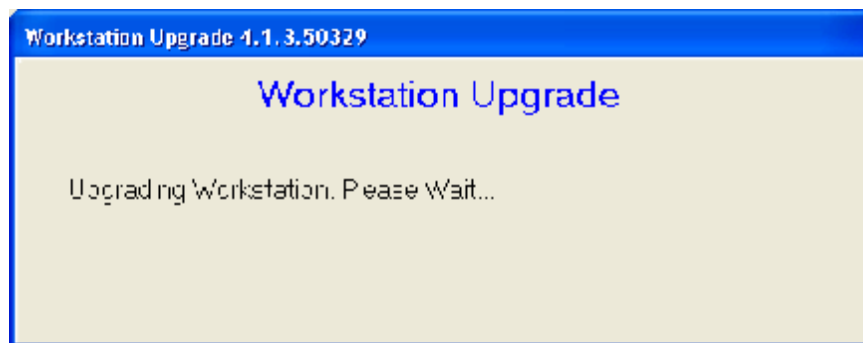
7. When the upgrade is complete, you'll see this message. Click the **Finish** button.
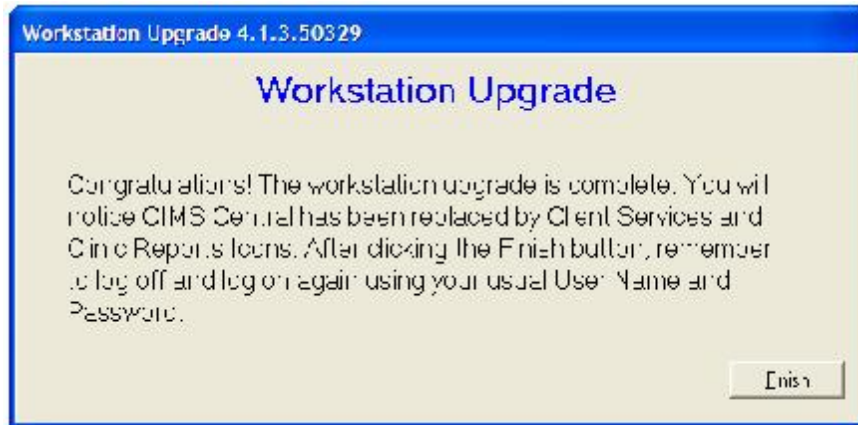
8. You'll notice the CIMS Central icon is gone, and the 2 new icons are on your desktop.

9. **Important:** Follow the directions in Step 2 to log off as cimsupgrade and log back onto your computer using your normal User Name and Password. If your agency uses a **Novell** logon window, be sure to uncheck **Workstation only**.

10. Click the Client Services icon, log on as usual and begin your WIC work.

If you have any problems, please call the Help Desk.

Questions?
Uncertain if the upgrade worked correctly?

Call the Help Desk.

1-888-457-2467 Western WA
1-800-942-2484 Eastern WA